

Resident Rollout FAQs

Who do I call if I need help?

You can call Marcy at the HOA office for training. Otherwise, the gatehouse can help you with guests.

How do I handle vendor or delivery visits?

There are different types of vendors a homeowner may need to allow access. The gatehouse will manage vendor access. In order for the gatehouse to manage vendor access, the gatehouse needs the following information from the homeowners:

Permanent vendors:

Provide an updated list of permanent vendors to the gatehouse if you have not already done so. Include name of vendor, company name, phone number, days of week they work at your property. If they are seasonal, please provide the start and end dates. Landscapers, housekeepers, pool care, bug spray, home health care, etc. are considered permanent vendors as they come on a weekly or scheduled basis. The gatehouse may have already issued them a QR code because they care for other properties. If not, they will add them to your property and send them a QR code.

Other Vendors:

All other vendors/deliveries that are coming to your property, you should enter their info as a vendor type guest into your dwelling live account. Most of the time, you will not know the name and phone number of the actual person coming to your property. If you do, please enter them normally and send a QR code. If you do not, for example a delivery person (other than UPS and FEDX which is handled by the gatehouse), you would enter "Delivery person" as their name and then enter their company name. Then just save the visitor. Obviously, you don't know their phone number, so you will not be sending a QR code. The gatehouse will add a code for them and scan them in at the office. However, please note, if it's a same day visit, please continue to call or email the gatehouse with your heads up that you added someone to your account to come in that day.

How do I handle frequent family visits?

Many homeowners send their family members permanent QR codes so they can enter as they please. The permanent QR codes last 365 days. After that, they will need re-issued a new pass for another year. Otherwise, you can send them temporary passes for the dates of their planned visit. Please follow the directions in the Getting Started guide on inputting them into Dwelling Live and sending QR codes.

How do I handle Same day visits?

You will still send them the QR code but you will also need to let the gatehouse know that you are having a same day visitor since the software does not notify them when a visitor is input into the system.

What do I do if the guest hasn't received the QR code I sent?

You can send a new QR code. Please note, resending a QR code disables the old one. You can also send the QR code to your phone and then forward it to their phone. Some people have "unknown senders" enabled on their phone and messages that come from an unknown number will not show up in their main messages. So forwarding the QR code from your phone will be sure to be seen.

When should I enter the guest in my account and send a QR code?

It's always best to enter it right away so you don't forget. There is no limit on future dates.

What should I tell guests about the QR code?

The guests need to have the QR code to enter the property during the stay. The QR code message states “A friend sent you”. We have no way of changing the message, so they should be aware of what the message says.

They do not need to check in at the gatehouse. They should proceed to the scanner and scan their code.

How do I cancel a guest?

Deleting the guest will deactivate their QR code.

Where can I store my QR code so I don't lose it?

There are multiple ways you can store your QR code on your phone.

- 1) You can pin the text message to the top of your messaging app. Please see the instructions below.
- 2) You can email the QR code to yourself
- 3) You can take a screenshot of the QR code and save it in your photos app
- 4) You can take a screenshot of your QR code and save it in your notes app. My preferred method. See instructions below.

Also, if you prefer a hard copy, you could print it out and even laminate it.

Instructions for pinning a text message to the top of your message app:

- 1) In the message app, long press the text message you want to pin until a menu appears
- 2) Tap “pin”

(Note: To unpin, just long press the message again and tap “unpin”)

Instructions for adding a photo to the notes app:

iPhone:

- 1) Open the Notes app on your phone.
- 2) Tap the pen on paper icon at the bottom of the app
- 3) Tap the paperclip icon at the bottom of the note, above the keyboard
- 4) Tap “Choose Photo or Video” to display the photos in your photos app
- 5) Tap the photo you wish to add
- 6) Tap “Add” at the top right of the screen
- 7) You can also type any words you wish into the note so you can easily search for it. Such as “Rams Hill QR code”.
- 8) You can also pin it to the top of your notes by tapping the icon of a circle with 3 dots in it at the top of the note.
- 9) Tap the pin icon

Android:

- 1) Open your note-taking app on your phone
- 2) Tap “Add” on at the bottom of your note-taking app
- 3) Start a Note.
- 4) Tap the photo icon (usually within the note's toolbar) to select one from your gallery.

How do I add a user or property manager that already manages other properties in Rams Hill?

Add the user to your account by using their email and a temporary password. Then send the login credentials to the user. The user will then login with those credentials. Once logged in, the user will change their password to match the password used when logging into other properties. Once the password is changed, the user should log out, then log back in using their old password. The user should now be able to see all properties they manage.

How do I manage all the properties I own in Rams Hill?

The HOA office will need to add you to all your properties and set you up with a temporary password for each one. Then the HOA office will send you your login credentials. If you have already logged in to one of your properties with different login credentials, you will need to change the password of the new property to match the old one.